

East Finchley Medical Practice

Survey on Improving Patient Online Access (final)

Number of Responses: 52

 [Excel Report \(click here for full dataset\)](#)

Dear Patient,

As a member of East Finchley Medical Practice Patient Participation Group, we would like you to take this survey to help our practice to facilitate improvements in the electronic interacting of registered patients with GP services (**Patient Online Access**).

The aim of this service in 2013/14 is to establish Patient Online Access to GP practice information systems as follows:

1. a) enabling and utilising electronic communications for booking (and cancelling) of appointments;
2. b) enabling and utilising electronic communications for repeat prescriptions; and
3. c) registering patients (issuing passwords and using verification practices) to enable patient online access.

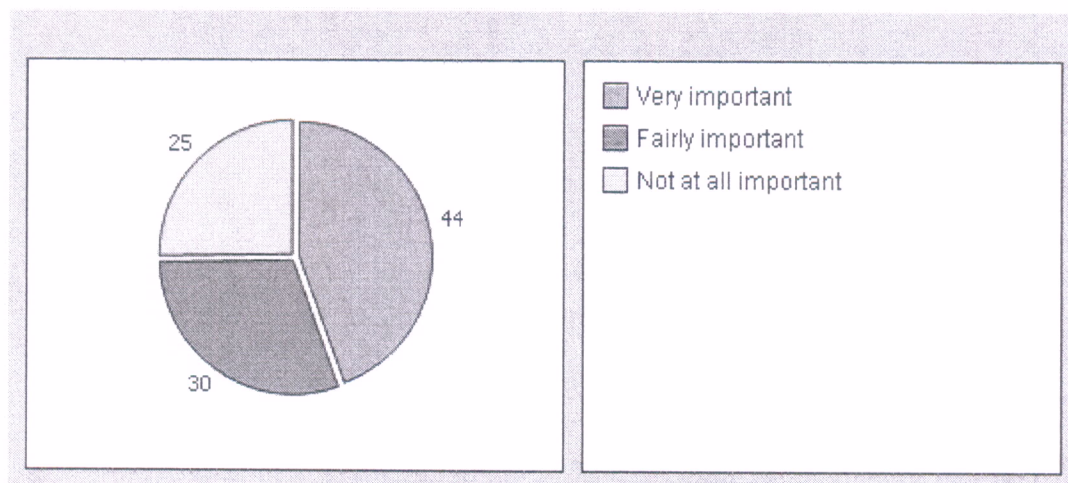
The NHS Commissioning Board intends to develop and adapt this enhanced service in 2014/15 to take into account the Government's commitment for implementing secure online communication and viewing medical records (including test results and clinical letters).

The intended benefits for patients will be greater convenience, safety, efficiency and capacity for self-care.

Please answer all the questions and click SEND when you are done.

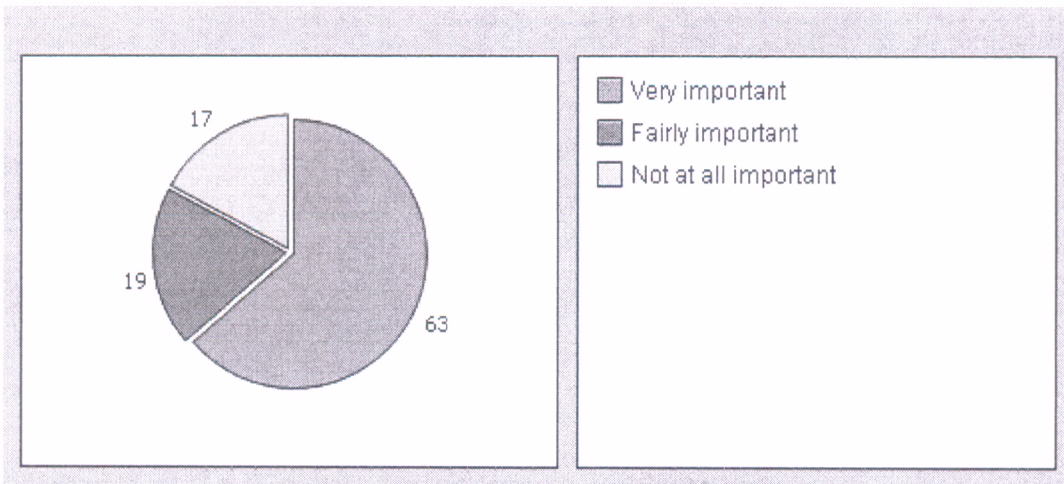
Q1. How important is it to you that you are able to book appointments online?

Very important	44%
Fairly important	30%
Not at all important	25%
Prefer not to say	0%



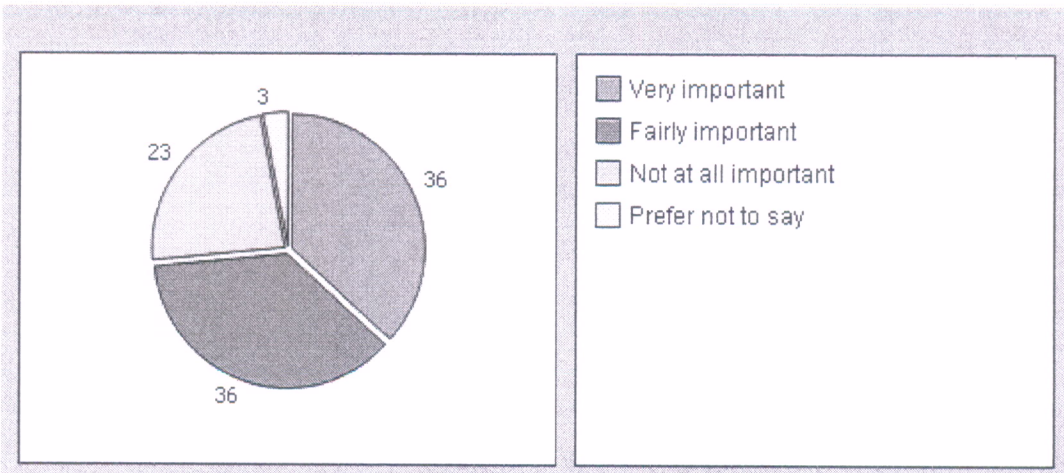
Q2. How important is it to you that you are able to request your repeat prescription online?

Very important	63%
Fairly important	19%
Not at all important	17%
Prefer not to say	0%



Q3. How important is it to you that you are able to get online access your personal health records held by your GP?

Very important	36%
Fairly important	36%
Not at all important	23%
Prefer not to say	3%

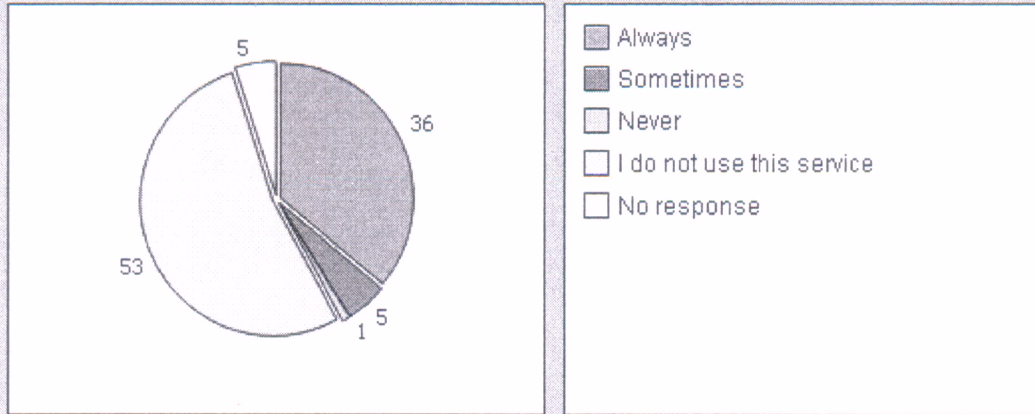


Q4. What other online service(s) do you think would be beneficial to you as a patient?

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Q5. If you are already using our Online Repeat Prescription Service, do you find it easy to use?

Always	36%
Sometimes	5%
Never	1%
I do not use this service	53%
No response	5%



Q6. If you are using our Online Repeat Prescription Service, how do you think we could improve it?

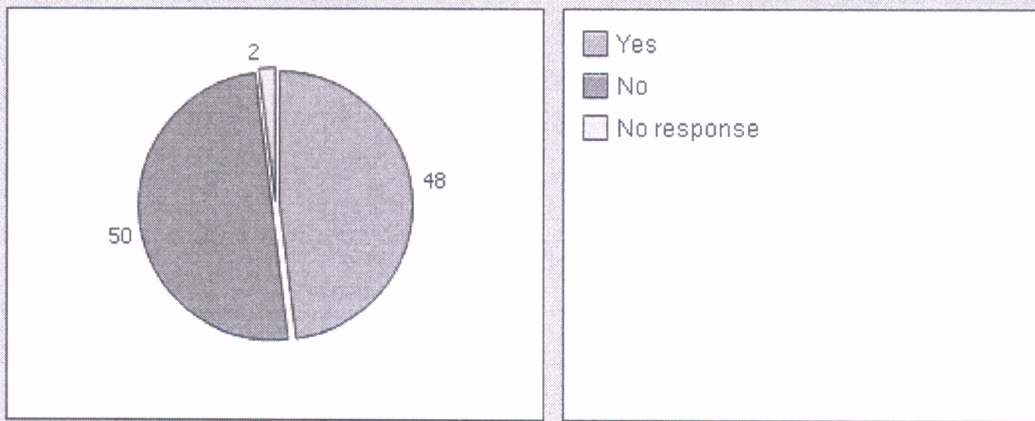
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bu **Q6. To what purpose would you envisage using the Online Access to your personal health records held by your GP?**

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Q7. Are you worried about security issues with regards to using Patient Online Access?

Yes	48%
No	50%
No response	2%



Q8. If yes, why?

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Many thanks for your time in answering the questions on this survey.

[Delete Responses](#)

Q4. What other online service(s) do you think would be beneficial to you as a patient?

>> ability to communicate with the practice by **email**. For example: To obtain copy of test results in electronic form. To ask the Doctor to alter my prescription list, e.g. if a consultant has suggested to me that it should be changed. NB the doctor could then telephone me, or ask me to make an appointment, or whatever. <<

>> Ability to **email triage information**, thus avoiding the frustrations of trying to get through to the surgery by telephone. The doctor could then phone back after considering the email. <<

>> being able to see the latest position/activities/rulings of the local CCG because this affects the local surgeries and do not always reflect the interests of those surgeries or the patients. I try to attend the meetings of the CCG when I know about them and am not very impressed. <<

>> Better self healthcare, useful when seeing private consultant. <<

>> Better **telephone booking system** - current system is frustrating, ineffective and very poor. Is there only one telephone line into the surgery? On the rare times I am ill enough to actually NEED an appointment, having to spend an hour continually re-dialling the surgery's number is hardly appropriate. <<

>> **Email service to doctors** and other staff <<

>> **emailing the doctor** with queries <<

>> For East Finchley Medical Practice it is more important that the overall management of the appointments system is improved rather than introducing online booking. By this I mean **access to appointments for non urgent issues** - it's embarrassing to go on the triage list for something that you know is not urgent but the receptionist has told you all the prebookable appointments for the rest of the month are taken and they've 'not been loaded' for the next month. <<

>> I can use this system but do worry about people who do not have access to computers, do not choose to use them or cannot, eg older people. How can you guarantee that people who want a more personal contact, caqn get that and get prompt appointments, etc. <<

>> I prefer to have face to face contact. <<

>> None - I prefer to isit the surgery as I feel online submissions can go wrong. <<

>> Not sure what else would be possible. Some more information on what's available now and what may be available in the near future. A **e-newsletter would be nice**. <<

>> Opportunity to communicate **by email**? Links to sources of information on certain conditions? <<

>> **Sending quick update notes to GP** i.e. when a person has gone into hospital or has been transferred to a rehab place or home. <<

>> test results if there's no need to discuss them with a doctor <<

>> The possibility to ask the doctor a simple question or ask for a telephone call, having first described the symptoms. <<

>> To be able to complain about the **consistent rudeness of the receptionists**. Don't keep people waiting. Don't answer the phone and then immediately put people on hold. Hold in a queue where people know what position they are in or divert to answerphone and call back within 20 minutes. <<

>> To be able **to have copies of test results** <<

>> To have an opportunity to **exchange e-mail communication with the GP** who should respond on the same day. <<

>> Which days are specific doctors and nurses working - a general timetable of their hours in the surgery so that one can see a specific doctor. Obviously this will vary from time to time. Can one contact the Practice Manager to find out why one has to wait a long time for an appointment. <<

Q6. In you are using our Online Repeat Prescription Service, how do you think we could improve it?

>> Although I do not use this service I have signed up to Andrews Pharmacy's system as I assume that you and they would co-operate in using the same system for prescription ordering rather than continuing to use paper documents as used at present. One does not want to have endless separate systems if going online is supposed to be speedy and efficient. What happens if one's computer is not working, e.g. as a senior citizen one does not want to waste hours of time on a simple process. We don't have clerical staff to help us or technicians and alternative networks of computers. If we are not very mobile we should be able to phone the surgery for our prescription until our computers are serviced. <<

>> Always hard to find the **link to it**. Not helped by the name changing so you don't know what to look for! <<

>> By including date when prescription was approved and collected by pharmacy. <<

>> **explanation of "rejection"** would be handy <<

>> I am unsure as I have not used the service. <<

>> **I did not know it was available**. I would definitely use it - maybe you need to publicise it more. I have to get repeat prescriptions for my family several times a year and I would love an online service. Does it have a facility for the prescription to be forwarded direct to an East Finchley pharmacist? <<

>> I do not use this service <<

>> I don't use. I am not confident that it works correctly. <<

>> I would like to use this service and intend finding out how to do so. It would be very useful to me. <<

>> It works very well <<

>> not at all - I think that it is excellent. <<

>> Only tried to use it once a long time ago and it was not successful. Assume things have improved now. If it is efficient, I would use it. <<

>> perhaps if we could have some help with using the service on line. <<

>> Present system is OK <<

>> The ability to ask for something extra. ie. sleeping tablets prescribed from time to time but not on the repeats, which I feel is a waste of the doctors time. An email could be sent declining this if appropriate. <<

>> The website seems to be down far more often than I would expect. Also the other

day it said the receiving terminal at the surgery was switched off - cannot believe that was true! <<

>> There have been more occasions on which I have requested a repeat prescription on a Monday and have found, on the following Thursday or Friday that it has not been sent to the chemist. It would be reassuring to be able to rely on this service with more confidence. <<

>> Whilst the service lists the items available to request it does not 'remember' where to deliver the prescription, so it would be helpful if it could store the local pharmacies and the user could click the one they use or want to use. <<

Q6.bis . To what purpose would you envisage using the Online Access to your personal health records held by your GP?

>> To peruse all medical records, hospital notes and other relevant material with a view to take appropriate action if necessary. <<

>> 1. to ensure that my GP has got the most up to date info from e.g. hospital clinics. 2. to enable me to brief correctly a local doctor if I am, for example, abroad - or even elsewhere in the UK. <<

>> Am seeing several consultants and am often asked for results of tests conducted by the GP. This is the only example of how it might help that I can think of. <<

>> Apart from idle curiosity, it would be useful for compiling a list of medications prescribed, which is sometimes required by other health professionals and for travel insurance. <<

>> Because I don't have to go to the surgery personally. <<

>> Check accuracy <<

>> checking everything is correct <<

>> Checking for records eg. for the purpose of things like travel insurance or for keeping up-to-date with progress or deterioration of medical conditions. <<

>> Checking when in my history an event had happened. <<

>> for my own information <<

>> For ongoing health issues like migraine etc <<

>> I can not foresee my using this as I am happy that medical practitioners hold them. <<

>> I can't see the need. <<

>> I didn't know that it is being considered so haven't thought about it. <<

>> I do not envisage using it but might want to sometime. <<

>> I recently had to complete a health questionnaire for a job application and it would have been useful to look up last dates of appointments etc <<

>> I would find it useful - had no idea this was available! <<

>> I would not use it <<

>> If I needed to take them with me on an extended period of travel abroad, in case of ill health. <<

>> Just for personal interest , seen as the files are about myself I feel I should be able to

look at them freely <<

>> Just interested. <<

>> Maybe to remind yourself of what a doctor had previously said but touch wood I've not had anything very complicated to warrant this. <<

>> Not at all. <<

>> Off the top of my head I cannot think why I would need online access to my personal health records. I think I would be slightly concerned that my personal health records held by my GP are online. <<

>> Only if I needed to produce documents for outside bodies. Generally I would prefer face to face discussion. <<

>> own records <<

>> Perhaps if another doctor, eg my Neurologist, needed quick information. <<

>> Status of immunisations/when they need to be renewed. <<

>> To be able to obtain second opinion on any medical issue <<

>> to check medication list <<

>> To check on dates of illnesses/operations etc. <<

>> To check past medical history <<

>> To check results of tests and also to check on the dates on which I have seen my GP <<

>> To check status of vaccinations - holiday requirements <<

>> To get test results <<

>> To improve my knowledge of my own medical history and understand how my treatment is progressing now and in the future and what I can expect, <<

>> To keep a check on what details are held about me <<

>> To know when blood test and other test results are ready and whether it's necessary to speak to a doctor. It's not always easy to phone if at work. <<

>> to make sure the content is correct <<

>> To make sure they are up to date and accurate <<

>> To pass to consultants, etc, when having private appointments. To remember dates and/or details of previous treatments or consultations. <<

>> To remind myself about my and my children's medical history. For example I can not remember when everyone in the family had inoculations and what they were. <<

>> To view letters from hospital consultants <<

>> Understanding better personal medical history <<

Q8. If you are worried about security issues with regards to using Patient Online Access, why?

>> \Because I cannot be sure that those facts are correct, based on experience <<

>> because I have had false emails sent to me, purporting to be from friends: on checking with those friends, I found that they had not sent them. There are many instances where computers and phone lines have been 'hacked'. <<

>> Concerned about confidentiality issues <<

>> Confidentiality issues obviously. System will need to be extremely secure <<

>> Do not want other people to access the information and use it inappropriately <<

>> Having read numerous online product problems in the media - I feel that a face to face contact with any doctor in the practice is much, much better than online service, <<

>> I am 79. think that, for me, and in my situation, the advantages greatly outweigh the disadvantages. <<

>> I am a security professional and large organisations such as HSBC, which I recently left, and the NHS don't have a great record of protecting data. Not surprising really as it is difficult. <<

>> I am always concerned with online access in general but nevertheless feel it is still an excellent move to improve patient knowledge and co-operation. <<

>> I am always worried about online security as we hear so much about ingenious people overriding security measures. Most of us do not know enough about keeping information secure. <<

>> I do not believe that there is any truly secure system anywhere - one day someone will hack into the Patient Online Access system, or someone will leave data files in a taxi or an old computer or similar as has happened in the past. <<

>> I work as an IT consultant: I am all too aware that the security of the Patient Online Access is unlikely to be adequate. <<

>> If all protocols are correctly observed there should not be a problem, however I should like to know who has designed the system and by what criteria. <<

>> I'm concerned that any confidential information exchanged online could be viewed by unauthorised users. <<

>> It could be given out inappropriately whether by mistake or data theft. <<

>> It doesn't matter how secure something is, there will always come a time when someone can get around it. If something is held only as hard copy then it can be found in one place and one place only. If it is online and security has been breached then it can potentially be read by anyone from anywhere. <<

>> Let's face it, the NHS, like many large organizations, has a very bad record of maintaining the security of patient records. A breach of security is quite likely and pretty much a matter of time. I worry that government will eventually use the records for purposes of surveillance, or that they will be passed to third parties such as drug companies etc etc. Total cyber security is almost impossible. <<

>> Misuse of data by insurance companies, lamentable track record on data security, likelihood of data anonymisation being able to be circumvented by data matching techniques. <<

>> No - I assume you will have a totally safe system <<

>> Not completely sure re security <<

>> Not in regards to online booking and cancelling of appointments, and repeat prescriptions, but yes in regards to personal health records being available. Why would you need them online? <<

>> One is very aware that security is often not as secure as we hope. <<

>> Personal details getting into wrong hands <<

>> Please note - I received three emails to complete this survey, all timed the same but have only returned one. <<

>> System will need to be very secure <<

>> The internet remains inherently insecure, though I would still use this service. <<
